

## Guide to Familiarizing the Patron with the Player

**Directions:** Use the tips and suggested script (shown in *italics*) on the left side of the chart to guide the patron in becoming familiar with the standard or advanced player. The script is the same for both players until you reach “HOW TO END THE STANDARD PLAYER FAMILIARIZATION.” The remaining script covers the Advanced player. The column on the right contains additional points you may wish to cover if time, patron skill, confidence level, or interest allow.

What to Do/Say	Points to Emphasize when Guiding Patrons in Becoming Familiar with the Player
Gauge the confidence level of patrons to operate equipment. If you suspect they lack confidence, determine if they use any common devices such as a telephone, cell phone, microwave, etc. Reassure them that the player is easy to operate and that you will guide them so that they can operate it on their own.	NLS designed the player to be easy to operate. Some people require more time than others to learn new equipment.
Make sure the patron has the player oriented with the handle facing them and the power cord at the rear. <i>Place the player in front of you. The retractable carrying handle should be facing you and the power cord should be at the back. The handle is light gray in color to contrast with the body of the player.</i>	
<i>To plug in the player, unfold the power cord and plug it into a power outlet.</i>	Battery operation will be addressed later.

What to Do/Say	Points to Emphasize when Guiding Patrons in Becoming Familiar with the Player
<i>Above the handle is an opening where you will insert the book cartridge that you will receive in the mail from the library.</i>	How to play a book will be addressed later.
<p><i>A headphone connector jack is on the right side of the player near the front. Headphones are not included. The player has a built-in speaker so using headphones is optional. If you do plug in headphones the built-in speaker will be silent. On the right side behind the headphone jack is a connector port covered with a cap. This is an optional connection for a remote access control to assist physically disabled persons who can not use the player's button controls. Conventional USB flash memory drives may also be plugged into this connector to play books obtained from the library via the internet.</i></p> <p><i>Finally, on the bottom of the player near the front are two recessed bars for attaching a shoulder strap. A shoulder strap is not supplied.</i></p>	Decide how much detail you need to explain to a given patron. You may wish to skip most of the information in this step if the patron is not confident about learning to operate the player, if time is short, or if the patron indicates eagerness to play a book and skip these details.
<p><i>Now let's explore the top surface of the player. This is where the control buttons and the speaker are located.</i></p> <p><i>Near the front, on the left side, is a round red button. It is surrounded by a raised ridge. This is the Power button. You will use the power button to turn the player on and off. Press the Power button and listen to the message</i></p>	<p>The letter P is in braille next to this button.</p> <p>All keys will state their function when the player is turned on and no book cartridge is loaded.</p>

What to Do/Say	Points to Emphasize when Guiding Patrons in Becoming Familiar with the Player
<p><i>The player can quickly remind you of what each control button is and what the button does. This feature is called the Key Descriptor mode. The Key Descriptor is active any time the player is turned on and there is no book cartridge loaded. Simply press the button you are curious about and the player will announce its name and how to use it.</i></p>	<p>Some patrons may be shy about pressing keys. In that case, follow the step-by-step method below. If the patron is very confident and eager to try out the Key Descriptor mode, you can let them explore it by pressing other keys.</p>
<p><i>Locate the green, square Play/Stop button. It is near the front of the player in the center. It is used to start and stop playing a book.</i></p>	<p>The letter P in braille is at the top-right corner of the button.</p>
<p><i>Locate the light gray, triangular-shaped Fast-Forward button. The button is labeled FF. It is at the front of the player to the right of the Play/Stop button. This button moves the reading position of the text forward.</i></p>	<p>The letter F in braille is just below the pointed edge.</p> <p>If held down long enough, will move to the end of the text.</p>
<p><i>Locate the light gray triangular-shaped Rewind button. The button is labeled RW. It is at the front of the player to the left of the Play/Stop button. This button moves the reading position of the text backward.</i></p>	<p>The letter R in braille is just below the pointed edge.</p> <p>If held down long enough, will move to the end of the text.</p>

<b>What to Do/Say</b>	<b>Points to Emphasize when Guiding Patrons in Becoming Familiar with the Player</b>
<i>Locate the yellow, triangular-shaped Volume Up/Volume Down buttons. They are to the right of the Fast-Forward button. These buttons control the volume.</i>	<p>The letter V is in braille next to the buttons.</p> <p>There are 15 levels of volume for raising or lowering the volume.</p>
<i>Locate the gray crescent-shaped Sleep button. It is above the Play/Stop button. It allows the pre-setting of a timer that will automatically turn off the player.</i>	<p>The letter S is in braille to the left of the button.</p> <p>Each press of the Sleep button increases the reading time by 15 minutes. Pressing Play/Stop cancels the Sleep timer.</p>
<i>Next we will locate a raised line on the player. Find the Sleep button again and move your finger up a small distance until you feel a raised line that goes across the width of the player.</i>	
<i>Locate the light gray triangular-shaped Tone Up/Tone Down buttons above the raised line on the left. These buttons adjust the tone of the reading voice when a cartridge is in the player.</i>	<p>The letter T is in braille to the right of the buttons.</p> <p>There are eleven levels of tone. A single beep announces that the normal level has been reached. A double beep announces minimum or maximum levels.</p>

What to Do/Say	Points to Emphasize when Guiding Patrons in Becoming Familiar with the Player
<p><i>Locate the light gray, triangular-shaped Speed Up/Speed Down buttons. They adjust the speed of the reading voice when a cartridge is in the player.</i></p>	<p>The letter S is in braille to the left of the buttons.</p> <p>There are 16 levels of speed.</p> <p>A single beep announces that the normal level has been reached. A double beep announces minimum or maximum speed.</p>
<p><i>Now let's insert the cartridge to play a book...</i></p> <p><i>Make sure that the flat, rectangular top surface of the cartridge with the label is facing up.</i></p> <p><i>Insert the edge that does not have the finger hole into the player's cartridge slot, which is located above the player's handle and under the Play/Stop button.</i></p> <p><i>Push the cartridge into the player firmly; it will lock into place and the book will begin to play.</i></p> <p><i>To remove the cartridge, gently tug on the finger hole and pull the cartridge out.</i></p>	<p>Patrons with finger joint limitations can insert the cartridge by first tipping the cartridge up about 45° and then using their knuckles to push the cartridge into the slot.</p>
<p><b>HOW TO END STANDARD PLAYER FAMILIARIZATION</b></p>	

What to Do/Say	Points to Emphasize when Guiding Patrons in Becoming Familiar with the Player
<p><b>For player patrons:</b> <i>This is the end of the guided tour of your player. Do you have any questions? There is much more information available. Would you like me to tell you how to find it?</i></p> <p><b>For Advanced player patrons: Continue below</b></p>	<p>Refer patrons to the patron website and/or offer to provide them with some of the training tools available on the Library Staff website.</p>
<b>BEGIN ADVANCED PLAYER FAMILIARIZATION</b>	
<p><b>For Advanced player patrons:</b> <i>Now that you have a cartridge inserted, we can review the buttons used to navigate a book. Locate the light gray, rectangular-shaped Menu button just above the raised line in the center of the player. This button is used to select the type of navigation for each book. It is used in combination with the Previous and Next buttons. Press it now to hear the current navigation level of your particular book. Press it again to hear finer levels available for this book.</i></p> <p>If you are on the telephone with a patron, you will need to ask what the player is announcing so that you can further explain the message.</p>	<p>The letter M is in braille next to the button.</p> <p>Various navigation levels include chapters, sections, recipes, list items, bookmarks, or jump by phrase. The first press of the Menu button announces the current navigation level of the book.</p> <p>For detailed information, see “How do I jump forward or backward in a book?” on the Library Staff and/or Patron website.</p>
<p><i>Locate the Previous button, labeled Prev, to the left of the Menu button. It moves the reading position backward from one item to the next item at the navigation level selected with the Menu button, e.g. chapters, sections, bookmarks.</i></p>	<p>The letter P is in braille above the button.</p> <p>Pressing and holding the Prev button moves the reading position back five items at a time.</p>

What to Do/Say	Points to Emphasize when Guiding Patrons in Becoming Familiar with the Player
<i>Locate the light gray arrow-shaped Next button to the right of the Menu button. It moves the reading position forward from one item to the next item at the navigation level selected with the Menu button, e.g. chapters, sections, bookmarks.</i>	<p>The letter N is in braille above the button.</p> <p>Pressing and holding the Next button moves the reading position ahead five items at a time.</p>
<i>Locate the light gray, diamond-shaped Info button to the left of the Prev button, just above the raised line. It announces the current reading position, book information, battery status, and power-plug status.</i>	<p>The letter I is in braille to the right of the button.</p> <p>Pressing the Info button repeatedly steps through each of the information items.</p> <p>A built in User Guide for the Advanced player can be accessed by pressing and holding the button for 1.5 seconds.</p>
<i>Locate the light gray Mark button just above the raised line near the right edge of the player. It inserts and removes bookmarks. Press the button while reading a book to set a bookmark at that position.</i>	<p>The letter M is in braille to the left of the button.</p> <p>Moving by bookmarks is a navigation option.</p>
<b>Ending the guided tour:</b> <i>This is the end of the guided tour of your player. Do you have any questions? There is much more information available. Would you like me to tell you about how to find it?</i>	Refer patrons to the patron website and/or offer to provide them with some of the training tools available on the Library Staff website.